

From: Percy Chan/=TMS/Toyota. Sent: 11/26/2007 5:13 PM.
To: [-] David Stovall/=TMS/Toyota@Toyota.
Cc: [-] George Morino/=TMS/Toyota@Toyota; Mark Kubota/=TMS/Toyota@Toyota; Richard Jung/=TMS/Toyota@Toyota; Wayne Hutchinson/=TMS/Toyota@Toyota; Marion Sakima/=TMS/Toyota@Toyota.
Bcc: [-]
Subject: Re: 70F Customer Concern.

Hi David:

The customer has already 'replaced' the front factory carpet floor mats with after market rubber mats.

I will also be sending out the 70F Name/Address form for the customer to fill out.

Thanks again for your quick referral David!!!

pc

David Stovall/TMS/Toyota
11/26/2007 04:34 PM
To Percy Chan/TMS/Toyota@Toyota
cc Wayne Hutchinson/TMS/Toyota@Toyota, Richard Jung/TMS/Toyota, Mark Kubota/TMS/Toyota, George Morino/TMS/Toyota
Subject 70F Customer Concern

Good afternoon Percy. I hope you had a great 4 day weekend.

I have a customer that indicated on her return card for SSC 70F that they have "heavy duty black rubber floor mats" placed over the factory mats. Could you please see if you can have someone contact her and advise her NOT to stack her mats. If you have any questions or concerns please don't hesitate to call or email me.

Thank you very much!

(P.S. I just got my wife new tires for her motorcycle. She still loves it!)

David Stovall
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